

# Sapgui login error - Server not found in Kerberos database

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### Error message

Trying to sign into SAPgui, but get error window:

Note: This is an old error message, your message may differ

```
Sapgui 710
-----
GSS-API(maj): Unspecified GSS failure. Minor code may provide additional details
GSS-API(min): Server not found in Kerberos database
target="p:sap/elm.mit.edu@ATHENA.MIT.EDU"

Error in SNC

Do you want to see the detailed error description?

[Yes] [No]
-----
```

### Solution 1

Set ATHENA.MIT.EDU as the default realm for Kerberos tickets

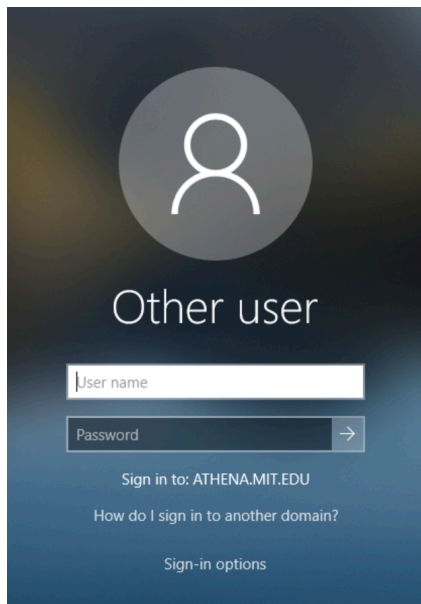
This error message often indicates that your Kerberos tickets are for a realm other than ATHENA.MIT.EDU. In some areas of MIT, such as CSAIL or the Media lab, Kerberos tickets may be configured with a default realm of CSAIL.MIT.EDU or MEDIA.MIT.EDU. This will prevent access to SAP, and cause the above error.

Follow the steps on [this page](#) to set the correct default realm.

Also: If working off-campus, users MUST connect to a VPN (GlobalProtect preferred) before using SAPgui. Information on GP: [here](#)

### Solution 2

For win.mit.edu machines, ensure that you are logged in to ATHENA.MIT.EDU domain



- On login, select **ATHENA.MIT.EDU (Kerberos realm)**.
- Consultants have seen the above error message result when users see **WIN** as the domain for the machine.
- If you are logging in to the local machine, make sure that you enter your MIT Kerberos account username (the part of your MIT email address before the @mit.edu), and that the default realm for the Kerberos tickets is **ATHENA.MIT.EDU** (see instructions above).